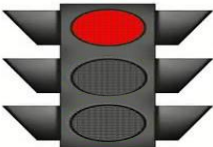
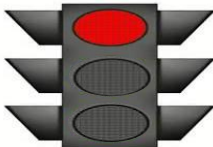


# Hospital Turnaround Time Emergency Medical Services



KPI Owner: Mike Tully

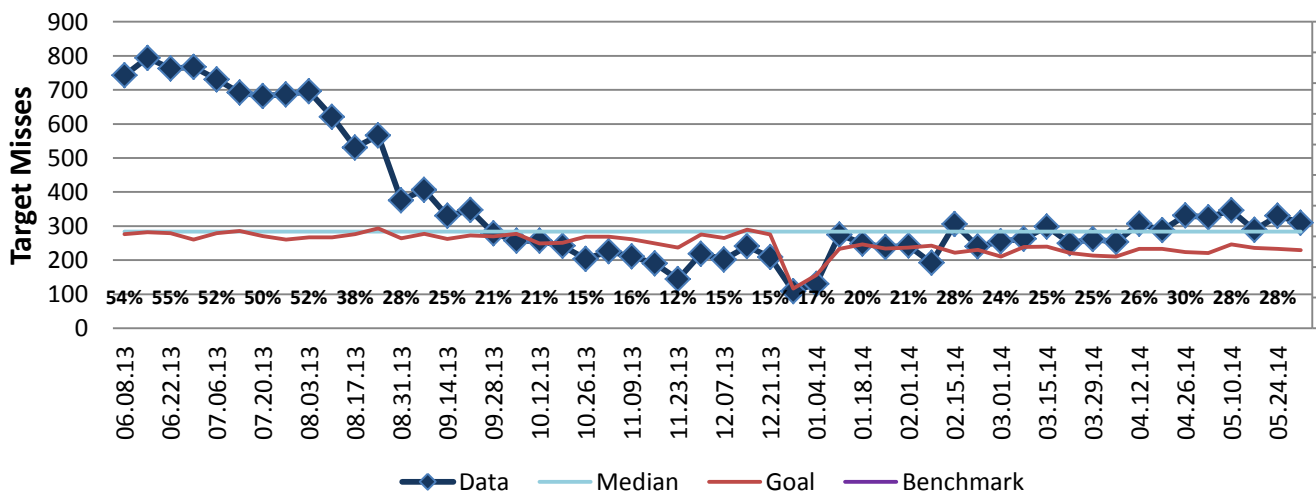
Process: Unit Availability from Hospital

Baseline, Goal, & Benchmark		Source Summary	Continuous Improvement Summary		
Baseline: 854 average weekly defects (3/31/2013-6/1/2013)		Data Source: Intergraph CAD Data	Plan-Do-Check-Act Step 8: Monitor and diagnose		
Goal: Downtimes greater than 30 minutes not to exceed 20% of total runs (Revised Goal based on 10/2013-4/2014 data)		Goal Source: Dept Mgmt Team	Measurement Method: The number of runs in which employees were "down" at hospitals over 30 minutes		
Benchmark: TBD		Benchmark Source: TBD	Why Measure: Increase available units, reduce response time		
Next Improvement Step: Continue looking at financial savings and impact on UHUs. Need to create tool to collect pareto data.					
How Are We Doing?					
06.02.13-05.31.14 12 Month Goal	06.02.13-05.31.14 12 Month Actual		05.25.14-05.31.14 Goal	05.25.14-05.31.14 Actual	
12,917	18,704		230	310	
Target Misses	Target Misses		Target Misses	Target Misses	

## Hospital Turnaround Time



Good



The seven basic quality tools, "5 Whys" technique, brainstorming and other methods will be applied to the measure graphed above. The purpose of using the tools/methods is to understand what makes performance less than desirable if performance is not best in class.